

**City of Chicago**

**PUBLIC INFORMATION DOCUMENT (PID)**

***A Summary of the Fiscal Year 2023 Amendments to  
the FY2022–24 Area Plan on Aging***

**May 11, 2022**

**Department of Family and Support Services-  
Chicago Area Agency on Aging  
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## **PROPOSED FISCAL YEAR 2023 AMENDMENT FY2022-24 AREA PLAN ON AGING SUMMARY**

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The Public Information Document provides a summary and highlights of the Area Plan on Aging, Fiscal Years 2022-24 with the spending plan for Fiscal Year 2023. This document describes how the Department of Family and Support Services-Chicago Area Agency on Aging proposes to deliver services to Chicagoans, age 60 years and better, using funds from Title III and Title VII of the Older Americans Act and State of Illinois General Revenue Funds. Fiscal Year 2023 begins on October 1, 2022 and ends on September 30, 2023. The public is invited to comment on the Area Plan at any of the three Public Hearings listed below:

**You may register to join hearings by clicking on the zoom links below. Call-in information is also listed:**

**June 1, 2022 5:00 – 6:00 PM Central**

[https://us02web.zoom.us/webinar/register/WN\\_0-Ga-AvaRM-mOPT67JxZBq](https://us02web.zoom.us/webinar/register/WN_0-Ga-AvaRM-mOPT67JxZBq)

**Call-in information: 1-312-626-6799 Webinar ID: 821 0398 1539**

**June 2, 2022 1:00 – 2:00 PM Central**

[https://us02web.zoom.us/webinar/register/WN\\_Q-0p2tWSYi4PNJgn7VVmq](https://us02web.zoom.us/webinar/register/WN_Q-0p2tWSYi4PNJgn7VVmq)

**Call-in information: 1-312-626-6799 Webinar ID: 878 4653 6722**

**June 3, 2022 10:00 – 11:00 AM Central**

[https://us02web.zoom.us/webinar/register/WN\\_fk17WAaJRd-BCyGohJ6YdA](https://us02web.zoom.us/webinar/register/WN_fk17WAaJRd-BCyGohJ6YdA)

**Call-in information: 1 312 626 6799 Webinar ID: 815 4406 3462**

**After registering, you will receive a confirmation email containing information about joining the webinar.**

**The proposed FY23 Amendment to the FY2022-24 Public Information Document for the Area Plan will be available for review during the public comment period from May 11, 2022 to June 6, 2022. Written comments on the proposed Area Plan may be submitted to Brandie V. Knazze, Commissioner, Department of Family and Support Services-Chicago Area Agency on Aging, 1615 West Chicago Avenue, 5<sup>th</sup> Floor, Chicago, Illinois 60622. Comments must be received by 4:00 p.m. on June 6, 2022.**

The Department of Family and Support Services-Chicago Area Agency on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with the Illinois Human Rights Act; the U.S. Civil Rights Act; Section 504 of the Rehabilitation Act; the Age Discrimination Act; the Age Discrimination in Employment Act; and the U.S. and Illinois Constitutions. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information, call 1-800-252-8966 (Voice & TTY), or contact the Commission on Human Relations at 312/744-4111 or 312/744-1088 (TTY).

## **DEPARTMENT OF FAMILY AND SUPPORT SERVICES - CHICAGO AREA AGENCY ON AGING: HISTORY**

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In 1956, the Mayor's Commission for Senior Citizens was established in Chicago as the nation's first municipal Office on Aging. The Commission evolved into the Chicago Department on Aging and was later named the Chicago Department of Senior Services. The Department also served (and continues to serve) as the Area Agency on Aging for the City of Chicago, as designated by the Illinois Department on Aging through the Older Americans Act.

On January 1, 2009 the Chicago Department of Senior Services merged with other social service departments to create the Department of Family and Support Services (DFSS) that works to enhance the lives of Chicago residents, particularly those most in need, from birth through the senior years. As a result of this merger, the City can more efficiently address the complex needs of today's multigenerational families and ensure that all members receive the assistance necessary to maintain healthy, active lives within their communities.

The Department of Family and Support Services – Chicago Area Agency on Aging's (DFSS-Chicago Area Agency on Aging) goal of supporting older adults to age in place plays an even greater role as national census projections indicate that 10,000 baby boomers are turning 65 every day. According to a recent study by the Metropolitan Agency for Planning, the number of seniors in the Chicago metropolitan area who are between 65-84 years of age is expected to double by 2040. As indicated above, not only is the older adult population in Chicago expanding in size but one quarter of older adults are 80 years or older. In keeping with the Age-Friendly City movement of which Chicago is a part of, the Chicago Area Agency on Aging is committed to healthy aging, community well-being, and the removal of disparities for older adults as supported by community-based networks of care that not only enable older adults to live independently but to also thrive.

Working in collaboration with Aging Network partners, the DFSS-Chicago Area Agency on Aging's efforts are guided by the following:

- Supporting older persons to live independently in their own communities and homes for as long as possible;

- Ensuring that those who reside in institutions are treated with dignity and care; and
- Ensuring that older persons have access to full and accurate information to participate in public policy.

## **THE AREA PLAN ON AGING**

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The Older Americans Act of 1965, as amended, is the sole Federal law designed exclusively for older persons (age 60 and above). This Act was created to help older Americans live in their homes with dignity and safety for as long as possible with appropriate services and support.

DFSS-Chicago Area Agency on Aging (AAA) is part of a vast national network of services and programs that protect the rights and support the needs of the nation's seniors. This network includes the Administration for Community Living (ACL), at the Federal level, Units on Aging at the State level, Area Agencies on Aging at the regional level, and local community service providers. The Illinois Department on Aging (IDoA) serves as the state agency, overseeing Illinois' 13 Area Agencies on Aging (AAAs).

As the designated Area Agency on Aging (AAA), the DFSS-Chicago Area Agency on Aging is responsible for planning, coordination, administration and assessment functions which foster the development of a comprehensive and coordinated service delivery system for older adults and caregivers living in the city of Chicago. In addition, DFSS - Chicago AAA advocates for older adults and is the primary disseminator of information and technical assistance relating to aging issues within our area. As required by the Older Americans Act, an advisory council comprised of older adults works with DFSS in the role of advising the AAA on the development and implementation of the Area Plan and to serve as advocates for older adults.

DFSS - Chicago Area Agency on Aging annually submits the Area Plan on Aging to IDoA to request Federal Older Americans Act and State General Revenue Funds for activities and services for older Chicagoans. The area plan also serves as a planning document that includes a detailed summary of the condition and needs of Chicago's senior population as well as a delineation of the programs and services that DFSS-Chicago Area Agency on Aging will offer to meet those needs within the proposed budget.

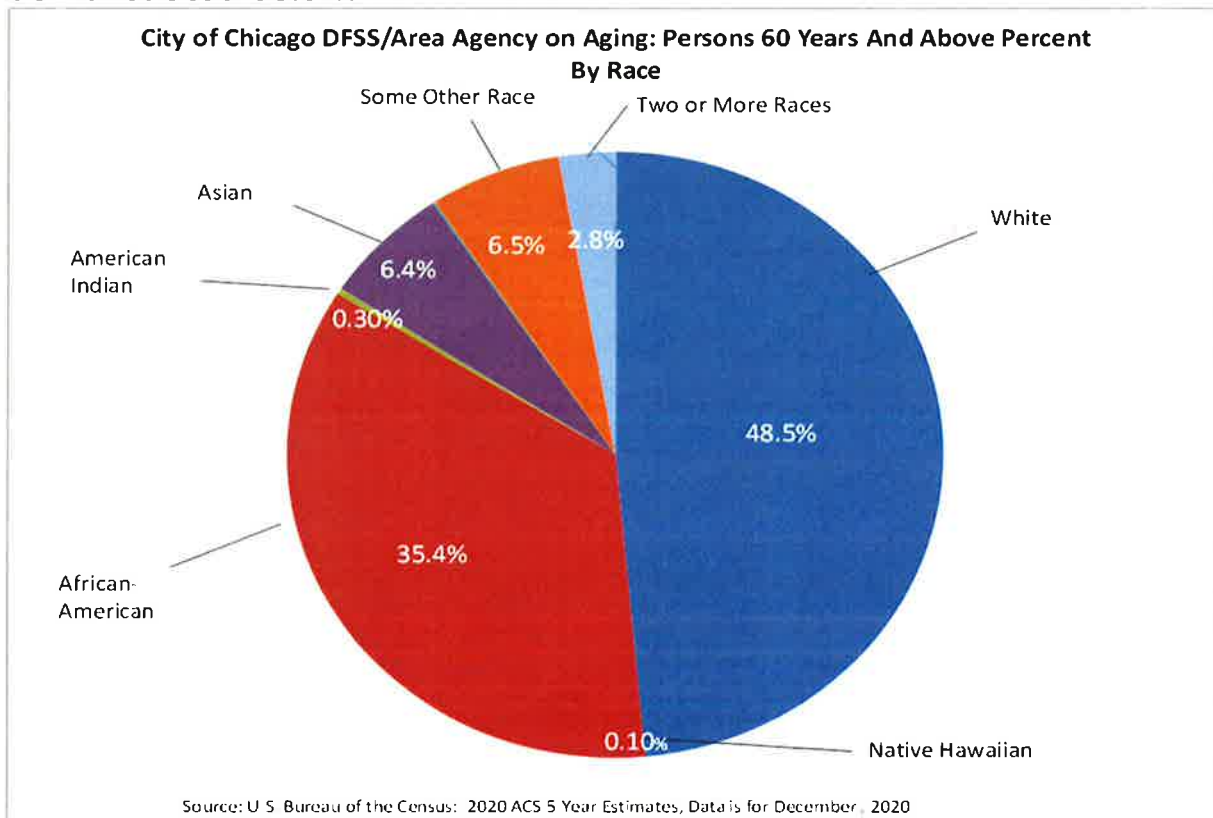


To determine how best to address the priority needs of older Chicagoans, DFSS-Chicago Area Agency on Aging, as required by IDoA, takes the following steps as part of its planning process:

1. Assesses the needs of older adults;
2. Evaluates the existing service system to identify strengths and service gaps of existing system;
3. Determines the availability of resources and alternative approaches to meet needs;
4. Establishes priorities; and,
5. Modifies and refines the area plan or planning process (changes or amendments) as directed by IDoA.

## **PRIORITY NEEDS OF OLDER CHICAGOANS**

According to the 2020 American Community Survey (U.S. Bureau of the Census), there were a total of 484,333 Chicagoans aged 60 and older, representing approximately 18 percent (17.9%) of the overall population. This is a significant increase from the census data which reported 391,795 seniors 60 years and above in 2010. Presently, the ethnic/racial composition of Chicago's senior population (60 years and above) is demonstrated below:



Please note that these demographic data include 19.10% Chicagoans of Hispanic Origin.

During 2020, over one quarter of Chicago households, or 309,779 households, included at least one member 60 years of age and above (28.7% of all households citywide). Of these households, 153,960 are comprised of seniors living alone. While services for older Chicagoans are available to individuals over the age of sixty and family caregivers of all ages, they are targeted to individuals with the greatest economic or social need including low income, minority, and limited English-Speaking older adults. (Please see attached heat maps that show Chicago's Population Aged 60 and Above, Seniors Aged 60 plus Below Poverty, and Senior Population Aged 85 and Above).

DFSS - Chicago Area Agency on Aging utilizes both qualitative and quantitative methods to assess the priority needs of older persons in Chicago. Research efforts include surveys of service providers, older adults, and their caregivers; studies of senior needs using formalized needs assessments and demographic data; mapping demographic data to understand current and upcoming trends, reviewing program reports; receiving testimony from public forums; and evaluating the effectiveness of current services. These steps provide a foundation for understanding how programs can be tailored to address the increasingly complex and diverse needs within the growing older adult population, including those related to caregiving, housing, transportation, access to medical services, and unfolding temporal and local issues impacting Chicago's older residents and their caregivers.

In preparation for the FY22 - 24 Area Plan on Aging, various studies were reviewed to help better understand the needs of older adults and establish service and issue priorities. These studies included: "Caregiving in the U.S." (2020 Report), "Limiting Broadband Investment to 'Rural Only' Discriminates Against Black Americans and other Communities of Color," (June, 2020), Disrupt Disparities: Challenges and Solutions for 50+ Illinoisans of Color (February, 2021), Living Alone During COVID-19: Social Contact and Emotional Well-being Among Older Adults (March, 2021), The State of Aging In America (2016) What Do We Know About Healthy Aging? (June, 2018), and Healthy Chicago Data Book: Older Adult Health (August, 2019).

In FY21, DFSS-Chicago Area Agency on Aging provided resources to 96,307 individuals citywide through a network of programs and services. DFSS-Chicago Area Agency on Aging reviewed the service requests and nature of calls received through the Information and Assistance Unit (I & A) / Aging and Disability Network (ADRN) in FY21 to better understand the service needs of Chicago's seniors and their professional and familial caregivers. DFSS-Chicago Area Agency on Aging found almost half (40 percent) of callers requested in-home services such as case management, home delivered meals, chore services, and housing relocation assistance. Approximately 30 percent of the callers requested assistance with public benefits that include Medicare Parts A, B, and D, as well as transportation assistance such as applying for RTA senior reduced fare card or special service applications.

While the COVID-19 pandemic has impacted all communities across our nation, it continues to disproportionately affect Chicago's older adults, particularly those of color, highlighting the complexed and highly diverse needs of seniors in our communities citywide. Chicago's AAA provides services and outreach to older adults in a way that meets them where they are. Through stakeholder input and partnerships with a wide network of organizations, the Area Plan incorporates innovative approaches to address service requests. Over the next three years, this plan seeks to meet today's unprecedented challenges and to emphasize the needs of older Chicagoans experiencing financial and social hardships, particularly focusing on older adults' ability to live safely and independently in their homes.

## **AREA PLAN ON AGING: DIRECT SERVICES**

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With the approval of the Illinois Department on Aging, DFSS-Chicago Area Agency on Aging provides several programs as direct services upon demonstrating that the services can be delivered more efficiently and effectively by the Area Agency on Aging rather than by contract. Under the Area Plan on Aging in FY2022-24, DFSS-Chicago Area Agency on Aging intends to continue to provide the following direct services with Older Americans Act funds:

**Congregate Dining Program:** Nutritious meals are served to seniors in communal settings at 49 community locations across the city each weekday with some sites offering weekend meals and breakfast meals to



help better meet the nutritional needs of seniors in these communities. Several sites prepare culturally specific meals for older adults including Chinese, Korean, Vietnamese, Indian, and Pakistani. In addition to the meals, seniors can participate in a variety of activities, from health education and exercise classes to field trips. The Congregate Dining Program helps older adults to live independently by promoting better health through improved nutrition and reduced isolation through the coordination of other supportive services.

### **Alzheimer's Disease & Related Dementias Evidence-Based Training and Education Services (ADRD):**

To enhance services to individuals and their family caregivers with Alzheimer's Disease and Related Dementias (ADRD), the DFSS-Chicago Area Agency on Aging will provide Evidence Based Training and Education services to reduce the stress and difficulty faced by caregivers in Chicago caring for someone with ADRD.

Evidence-Based Training and Educational programs will include but are not limited to the Stress-Busting Program for Family Caregivers and Advanced Savvy Caregiver training for family caregivers of individuals with Alzheimer's Disease or Related Dementias or a chronic illness. DFSS / SS-AAA is well-positioned to offer evidence-based programming as a direct service. Currently, DFSS' Alzheimer's Disease Program Initiative (ADPI) Team administers the Savvy Caregiver training. DFSS will be able to offer person-centered choice of evidence-based programming models by expanding on the repertoire of evidence-based models offered.

### **Information and Assistance/Aging & Disability Resource**

**Network (ADRN):** Information & Assistance (I & A) is a one-stop access portal for referral, advocacy, and problem solving for older Chicagoans. Information, advocacy and assessment are available by phone, e-mail or at City Hall, Room 100 and any of our Senior Centers. I & A / ADRN is the gateway to all the services and programs offered through DFSS-Chicago Area Agency on Aging. It is a resource for the aging and disability community as well as families, friends, neighbors and professionals working with aging Chicagoans. The ADRN provides callers with linkages to other agencies in the community and agencies beyond the city as needed. This service ensures that older adults and their advocates understand their options regarding benefits, services and programs and

assists individuals through the application and, when needed, submission process.

**Options Counseling:** As part of the Aging and Disability Network (ADRN), DFSS-Chicago Area Agency on Aging provides a person-centered, interactive, options counseling activities where individuals receive assistance in making informed long-term support choices within the context of their own preferences, strengths, and values.

**Ombudsman Program:** Ombudsmen protect, defend and advocate for individuals aged 19+ living in residential long-term care facilities such as nursing homes, assisted-living facilities, and supportive living facilities, amongst others. The Ombudsman Program is charged with assisting and advocating for long-term care residents residing in long-term care facilities. Ombudsmen inform residents and families of their rights, conduct investigations, and provide community education and outreach. They receive, investigate and respond to complaints, made by or on behalf of long-term residents, for resolution. The Ombudsmen provide information on residents' needs and concerns to families, facility staff and the department; and advocate for quality individualized care for the residents.

**Multipurpose Senior Centers:** DFSS-Chicago Area Agency on Aging has twenty-one (21) Senior Centers operating citywide which includes 15 satellite and six regional centers. The senior centers are staffed and managed by the area agency. DFSS-Chicago Area Agency on Aging's Senior Centers offer a diverse array of opportunities for seniors to interact with one another, to become involved in their communities and to participate in and contribute to the culture of the city. The Centers serve as local hubs that connect seniors to social, economic, and educational resources to enhance the quality of their lives.

DFSS-Chicago Area Agency on Aging Senior Centers provide the following core program components: Fitness Program, Nutrition Program, Health Promotion Program, Information and Access to Services including linkage to a wide array of community resources and programs; and Life Enrichment programs.

**Social Isolation: Multipurpose Senior Center:** Older adults are at increased risk for loneliness and social isolation because they are more likely to experience situations such as living alone, the loss of family or friends,

chronic illnesses, and age-related declines such as hearing loss. Isolation can have serious emotional and physical impacts on older adults. The DFSS-Chicago Area Agency on Aging Senior Centers have undertaken a number of initiatives to engage older adults that are at risk for social isolation. DFSS-Chicago Area Agency on Aging is focusing on new and continued efforts to expand and enhance technology during the FY2022-FY2024 planning cycle that will help engage and connect seniors to information and services mitigating the risks of loneliness and social isolation. As technology plays an increasingly central role in connecting individuals to news and information, government services, health resources, and opportunities for social support, focus will be directed toward opportunities to link older adults and their caregivers to valuable aging resources and information.

Emerging technologies enable both older adults and their caregivers to address a comprehensive range of medical, health, social, and functional needs. Technology-based solutions such as those listed below that connect older adults to their communities are becoming more important as older adults and their caregivers are growing increasingly tech savvy. Whether it is social networking, text messaging, use of the internet, or use of mobile phones/tablets, technology usability among older adults is growing and we should respond by redesigning our service delivery through some of these enhancements.

DFSS-Chicago Area Agency on Aging will engage in a citywide technology upgrade project for our senior centers to enhance Wi-Fi capability and improving public computer functionality at our Senior Centers. These upgrades will support:

- **Enhanced Virtual Programming:** This project envisions live streaming of presentations by aging and health professionals that allow seniors to participate remotely in an event or discussion. Eventually, these programs will be housed online and available on-demand. This is especially useful for homebound older adults and caregivers who are not able to physically attend support groups or other counseling sessions but can receive the benefits of the Senior Center experience through virtual programs. DFSS-Chicago Area Agency on Aging's virtual programming called "Chicago Seniors Connected" was launched in FY2021. Programming included health promotion and fitness activities, a wide range of classes and special events, as well as other services. DFSS-Chicago Area Agency on Aging will work to expand virtual programming and low-tech options

(e.g., call-in capability). Examples of programming initiatives include but are not limited to the following: health education classes, wellness discussion groups, and brain health activities. Examples of activities include, but are not limited to, the following: dance classes, fitness programs and classes, community and culturally specific classes. This initiative will further our ability to:

- Engage hard-to-reach older adult populations such as immigrants with limited English proficiency, lesbian, gay, bisexual, transgender, and queer (LGBTQ) elders, minorities, and individuals with chronic illnesses.
  - Provide virtual and in-person opportunities across program sites to address isolation and loneliness.
  - Enable participants to remain connected to their friends and other participants during times when they are unable to attend the Centers due to illness, caregiving responsibilities, travel, and more.
- **Chicago's Virtual Senior Center (VSC):** Through the pandemic, we have had an opportunity to address social isolation among older adults using technology as a tool to stay connected. As we look beyond the pandemic, we seek to promote a hybrid approach to engagement. In FY22, DFSS-Chicago Area Agency on Aging launched the 22nd Senior Center as a Virtual Senior Center (VSC). This Center is a one-stop platform hosting facilitator-led classes; links to internet and games, on-demand content and materials; and direct connection to technological assistance. DFSS-Chicago Area Agency on Aging envisions this to be a community-building tool rather than just a collection of online classes. DFSS-Chicago Area Agency on Aging's VSC will offer access to a variety of programming and activities that help older adults connect and engage through classes and events by giving them a place to go, learn, and explore from the comfort of their home or from anywhere else. The VSC will be an active online community with the ability to access programs and services at the convenience of the client, 365 days a year. Participants can log into the VSC whenever they choose, review the calendar of activities, and join whatever interests them. It will offer a variety of ways to engage through classes, fun community events,

and meaningful discussions. Experiences will span from educational classes to computer courses, health workshops to virtual travel and museums.

Expanding our Virtual Senior Center (VSC) into the homes of older Chicagoans improves connectivity, combats social isolation, improves health and wellness, promotes lifelong learning while enriching the aging experience, and provides additional opportunities for partnership to enhance our reach. The VSC also enables homebound seniors to participate virtually in a senior center forum outside of the traditional bricks-and-mortar approach.

## **AREA PLAN ON AGING: CONTRACT SERVICES**

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DFSS-Chicago Area Agency on Aging will also procure the following services from community-based service providers with Older Americans Act and General Revenue funds under the FY22 - 24 Area Plan on Aging:

**Caregiving Counseling and Support:** Informal and familial caregivers of any age are provided access to services, support, and information and assistance to aid them in caring for older adults 60 years of age or older or individuals 18-59 with Alzheimer's disease or a related disorder. Services such as Individual and Family Counseling, Support Groups, Training and Education, and Gap-Filling funds are available to address issues such as caregiver stress, grief and isolation, to provide emotional and peer support, and to purchase goods and services that support the care provided.

DFSS-Chicago Area Agency on Aging's will utilize funds to create Caregiver Support Group – Memory Cafes. The Memory Café model creates a space for persons with dementia and their caregivers to socialize, find resources and build new support networks within a community group setting. Cafes will offer activities such as music therapy, aromatherapy, art therapy, crafts, storytelling, informational materials and more. The Memory Café provides a safe and supportive setting to gather with others similarly situated and stay active, meet new friends, feel more confident about the care you are providing and learn from others who are also caring for friends / loved ones experiencing dementia.



The Caregiver Portfolio will introduce the concept of memory kits to be offered to individual Gap-Filling clients, regional / satellite Senior Centers, Chicago Public Libraries, and Memory Cafes. Memory kits offer sensory stimulation to engage persons with cognitive impairments and offer items such as puzzles, dolls, reminiscence cards, sensory gardening sets, fidget blankets. DFSS will consider nationwide models and include culturally competent materials.

DFSS-Chicago Area Agency on Aging will implement the Memory Café Model in 8 existing regions, and procure applicants (e.g., faith-based organizations, non-profits, hospitals, community-based organizations) to apply to create Memory Cafes within the Regions. Regional Delegates will host Memory Café's and / or provide technical assistance and support to community outlets seeking to expand their Dementia-Friendly resources and / or create Memory Cafes. DFSS-Chicago Area Agency on Aging will support the development of partnerships with Faith and Community-based organizations and sister agencies such as Police Districts, Senior Centers, Park Districts, and Libraries.

**Caregiver Respite (Title III-E):** Caregiver Respite services provide professionally trained in-home or facility-based staff, on a temporary basis, to care for frail older adults aged 60 years or older or individuals that range in age 18-59 with Alzheimer's Disease or Related Dementia, who have an informal or familial caregiver. Caregiver Respite provides caregivers a temporary break from caregiving. Respite can be used in an emergency, such as the illness of a caregiver or for planned time away, such as a vacation, special event, appointment or just a break from caregiving. Respite care can be provided by an in-home care provider (including preferred caregivers nominated by the care recipient) in the care recipient's home or in an assisted living, supportive living, or nursing facility.

**Grandparents or Older Relatives Raising Children:** For grandparents or older relatives 55 years of age or older who have primary caregiving responsibility of children from birth to age 18 or individuals 19-59 with severe disabilities, services such as Individual Counseling, Support Groups, Training and Education, and Gap-Filling funds are available. Individual Counseling helps address role transitions; Support Groups facilitate discussion, peer learning, and emotional support; and Gap-Filling assists with purchasing items that are an additional expense when caring for children, including school uniforms, medications, furniture, toys,

technology, and other necessities.

**Caregiver – Information & Public Education:** DFSS-Chicago Area Agency on Aging will be procuring a delegate agency to create a Caregiver Awareness and Dementia-Friendly Public Education Campaign, which will include a variety of events and activities to reach Chicago's caregivers, particularly those caring for loved ones experiencing Dementia. Caregivers often have difficulty identifying as a "caregiver." DFSS will utilize Caregiver State funding to build a Caregiver Awareness Campaign to help individuals recognize and self-identify as caregivers. The Information and Public Education campaign will help the public understand: Who is a Caregiver? What resources and supports are available? What is a Memory Café? And more.

The Caregiver Public Information Initiative includes an education component highlighting a range of resources available including but not limited to caregiving, varying types of Dementia and other populations of caregivers. Activities will include resource awareness, educational training, caregiver referrals, and community presentations.

To support and expand impact of IDoA's State Initiative (Dementia-Friendly Communities) requirement under the Long-Term Care Systems Development grant and build upon the Alzheimer's Disease Program Initiative (ADPI), this RFP will also support the development of an accessible e-learning module and/or webinar that provides training and information on the signs of Dementia, Alzheimer and/or forms of disease that impact memory, reasoning, personality, mood and behavior. Respondents will be encouraged to develop community-based content to support Dementia-Friendly Communities.

As part of the Information and Public Education, the Delegate Agency will be encouraged to provide a series of interactive caregiver events such as workshops and / or conferences. The events will be convened by the Delegate Agency to engage new and existing caregiver clients in a learning environment to support caregiving activities, promote self-care, and educate caregivers about supportive services and information. Topics to be explored may include but are not limited to Self-care, Understanding Symptoms and Behaviors in Dementia, Understanding Yourself as a Caregiver, The Art of being an Advocate, Learning the Difference between

Letting Go and Giving UP, Understanding Progression of Dementia and Change in Abilities, Meditation, and more.

**Chore:** Heavy-Duty Chore assistance is a one-time intensive cleaning for older adults whose living conditions pose a threat to their health and safety, including hoarding or squalor situations. This can include trash removal, window cleaning, moving heavy furniture, extermination, and packing. Heavy-Duty Chore is often a mechanism utilized for at-risk older adults who are experiencing difficulty living independently. Without this program, these clients may suffer in isolation from undetected mental health concerns such as depression, dementia or other at-risk conditions that negatively impacts their living conditions and possibly lead to eviction from their homes. This program plays a crucial role in preventing elder homelessness. The Short-Term Chore Program assists seniors who need temporary assistance with activities of daily living or instrumental activities of daily living due to illness, recent hospitalization, or injury to assist them as they recuperate. Short-term tasks may include but are not limited to housework, cleaning, laundry, or meal preparation. This program often provides crucial support for older Chicagoans who are experiencing health transitions and without this support are at risk of residential placement.

**Physical Fitness:** The award-winning fitness program boosts endurance, strength, balance and flexibility. DFSS-Chicago Area Agency on Aging's Senior Centers are equipped with senior-friendly exercise equipment and staffed by experienced, certified senior fitness professionals who lead group exercise classes and one-on-one training. Exercise classes are offered at more than 40 locations throughout the City that include Senior Centers and other community sites. DFSS-Chicago Area Agency on Aging will sustain its efforts in implementing the following evidence-based curriculums into the overall program:

- Fit and Strong developed by the University of Illinois at Chicago Combines flexibility, strength training and aerobic walking with health education for sustained behavior change among older adults.
- The Arthritis Foundation Exercise Program is a low-impact physical activity program proven to reduce pain and decrease stiffness. Research has shown this program to be effective in providing older adults with more confidence in their ability to continue activities, increased social activity, and require fewer doctor and emergency room visits.

**Health Promotion:** This Program offers health education, counseling and assessment services to seniors. These activities play a crucial role in enabling seniors to remain healthy and prevent chronic conditions using evidence-based curriculums: A Matter of Balance (Fall Prevention Program), Bingocize, Walk with Ease, Tai Chi for Arthritis for Fall Prevention, and Stanford University's Chronic Disease Self-Management Program (CDSMP).

**Home Delivered Meals:** This Program provides nutritious meals to older adults (60 years and older) who are frail and/or homebound because of illness or incapacitating disability or are otherwise isolated. Microwaveable, oven-ready frozen or hot meals are delivered to homebound seniors who are unable to prepare meals for themselves and have no other means of acquiring nutritious meals. The program provides older Chicagoans two meals a day, two-to-seven days a week, to approximately 9,000 clients a week.

**Legal Assistance:** This Program provides legal services to protect the legal rights and interests of aging Chicagoans. Support is provided in legal matters including but not limited to: housing, health care, guardianship, consumer fraud, employment, family law, and property interests. This program defends seniors from age and disability discrimination, other forms of discrimination, and protection from abuse, financial exploitation and coercion. Legal assistance and advice includes tax counseling, financial counseling, reverse mortgage and foreclosure counseling, and counseling regarding appropriate creation of Powers of Attorney for Health Care, Property and Advance Directives. The program does not handle fee-generating cases such as personal injury.

**Multipurpose Senior Centers:** DFSS-Chicago Area Agency on Aging has twenty-one (21) senior centers operating citywide. DFSS-Chicago Area Agency on Aging's Senior Centers offer a diverse array of opportunities for seniors to interact with one another, to become involved in their communities and to participate in and contribute to the culture of the city. The centers serve as local hubs that connect seniors to social, economic, and educational resources that enhance the quality of their lives. DFSS-Chicago Area Agency on Aging Senior Centers all provide the following core program components: Fitness Program, Nutrition Program, Health Promotion Program, Information and Access to Services including linkage

to a wide array of community resources and programs; and Life Enrichment programs. The pandemic as tragic and difficult as it has been also necessitated innovative responses that forced the reimagining of services and programs in way that allowed older adults to remain physically distant but socially connected while safely sheltering in place. Ingenuity and resourcefulness lead to bridging the digital divide with older adults through training on video conferencing resources like Zoom and the conversion of in-person activities to virtual and telephonic programs. What we learned was that older adults appreciated the opportunity to engage in programming in their home and voiced the importance of in person and virtual options that allows for flexibility in programming.

**Recreation:** Older Adults can find a variety of social, educational and recreational activities at all twenty-one (21) Senior Centers throughout the city, as well as through virtual and telephonic program opportunities. Each center's calendar of activities is tailored to the needs and interests of the local community. All programs aim to foster the well-being of individuals through rewarding social interaction.

**Residential Repair and Renovation:**

This Program provides funding to meet the diverse needs of older adults who are experiencing challenges aging-in-community, particularly those who are at risk due to their circumstance. Chicago's AAA is currently championing the "Senior Residential Repair Air Conditioning Pilot" program. This pilot is a partnership between DFSS, the Department of Planning and Development, and the Department of Housing and under the Home Repair Program (Roof and Porch Repair Program). In preparation for the summer and the potential for extreme hot weather, this pilot program will provide installation of air conditioning systems into the homes of homeowners aged 60 plus.

**Alzheimer's Disease & Related Dementias Services (ADRD):**

To enhance services to individuals and their family caregivers with Alzheimer's Disease and Related Dementias (ADRD), the DFSS-Chicago Area Agency on Aging will provide Respite Care and Gap-Filling services that focus on the needs of individuals with dementia while helping to reduce the stress and difficulty faced by caregivers in Chicago caring for someone with ADRD.



The consumer-directed Supportive Gap-Filling service provides limited funds that persons with dementia and / or their primary caregivers may spend on services and supports related to their caregiver role to the person with dementia that will enhance their ability to live in the community. Using the guidance provided by the Illinois Department on Aging (IDoA) on the ADRD Supportive Gap-Filling services, individuals with ADRD and their family caregivers will be able to use the Supportive Gap-Filling service to purchase goods, supplies, or items to meet their needs. This also includes adult day services or other engagement mechanisms, behavioral health assessments and interventions [TCARE], home health care, respite care, companion care, wanderer alarm systems, residential repair to make homes more accessible and other Gap-Filling needs of persons with ADRD and family caregivers, such as meditation and supportive apps or supplies such as sensory kits.

DFSS-Chicago Area Agency on Aging will utilize ADRD Supportive Gap / Community Access / Other types of Community Access or Supportive Gap / Other / Other Goods and Services funding to add Memory Café programming to DFSS Regional Senior Centers. Memory Café programs will include existing and new instructor-led classes for caregiver / care recipients together and / or alone or special programming.

DFSS-Chicago Area Agency on Aging will also be adding Evidence-Based Educational Programs [Stress-Busting Program for Family Caregivers] for family caregivers of individuals with ADRD. DFSS-Chicago Area Agency on Aging plans to train Delegate Agency staff as Master Trainers.

## **OTHER AREA AGENCY ACTIVITIES AND AGENCY HIGHLIGHTS**

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In addition to the programs funded under the Older Americans Act through the Area Plan, DFSS-Chicago Area Agency on Aging provides a variety of activities and services with funding from federal and state agencies, the City of Chicago, and/or through support from public and private partnerships.

### **Elder Protection & Advocacy Programs:**

- **Adult Protective Services**

DFSS-Chicago Area Agency on Aging serves as the Regional Administrative Agency (RAA) for the Adult Protective Services Program for the City of Chicago. Trained and certified adult protective services caseworkers respond to reports of alleged physical, emotional and sexual abuse, neglect, confinement or financial exploitation of individuals aged 60 and older and individuals with disabilities aged 18-59. The program provides investigation, casework, intervention and implementation of alternative remedies and follow-up services to victims. Caseworkers work with the eligible individual to develop a Plan of Care that ensures the client's safety and well-being, stops the abuse and prevents further maltreatment.

- **Case Advocacy and Support (CAS)**

The CAS program helps at-risk older adults with an urgent situation that, if not addressed, may impeded their ability to live safely in their home. The CAS program includes a face-to-face Well-Being Check to assess, identify, and address the needs of vulnerable Chicagoans, 55 years of age and older. The check is initiated by a report of concern from friends, family and/or neighbors. Many of the requests received by the DFSS-Chicago Area Agency on Aging and its partnering service providers are related to issues of hoarding, poor health, uninhabitable living conditions, undiagnosed and untreated mental health concerns, limited cognitive abilities, as well as other safety concerns. CAS program staff provide a timely response to calls of concern and address the need by mobilizing community resources.

- **Intensive Case Advocacy and Support (ICAS)**

Many requests received by the DFSS-Chicago Area Agency on Aging and its partnering service providers include but are not limited to issues of chronic hoarding, poor health, uninhabitable living conditions, undiagnosed and untreated mental health concerns, limited cognitive abilities, as well as safety concerns. This program focuses on clients that require long-term enhanced case coordination and management. The ICAS Delegate agencies funded through Community Development Block Grants (CDBG), assess the older adult's situation to create a Care Plan to address the crisis experienced with a focus on marshalling resources in support of stability and mitigation of risk.

- **The Well Being Task Force**

Established in 2003, the Well-Being Task Force was created to coordinate a comprehensive network of community and faith-based organizations that identify and link isolated and at-risk seniors to neighborhood-based support, social interaction and appropriate assistance.

This Task Force brings together city departments, government agencies, community-based organizations, hospitals, faith-based communities and others concerned about at-risk elderly. The Task Force has educated thousands of field workers and customer service representatives of public agencies, public utilities as well as telephone and cable communications companies to identify and report seniors who may be at-risk, 365 days a year.

In order to strengthen and better integrate the Livable Communities model and other aspects of an Age-Friendly Chicago to meet the needs of a growing and diverse aging population, this Task Force is currently being re-imagined to increase it's impact, membership, and focus. Additionally, considerations of long-standing inequality in distribution of resources and the implementation of equity in programming are being reviewed and considered.

## **Benefit Assistance Programs:**

- **Benefits Check Up**

The Benefits Check UP program is a comprehensive, free online tool made available by the National Council on Aging (NCOA) that connects eligible older adults with benefits. Chicago's AAA seeks to refine the usage of Benefits Check Up in ways that continue to reflect the growing needs of older Chicagoans. We seek to offer future iterations of this program that incorporate areas like support paying for technology, opportunities to enroll in health-related programming, and more.

- **Senior Health Assistance Program (SHAP)**

DFSS-Chicago Area Agency on Aging receives funding to conduct outreach activities and education programs, and counsel Medicare beneficiaries about prescription coverage available under the Medicare Part-D drug plans. Deliverables under the SHAP grant include helping

older adults and people with disabilities obtain information about benefits, screening for eligibility, and assistance with enrolling in public benefit programs including the Ride Free Transit Benefit. DFSS-Chicago Area Agency on Aging receives thousands of requests annually for assistance to apply for the Benefits Access Application which determines eligibility for the transit benefit.

- **Medicare Improvement for Patients and Providers Act (MIPPA)**  
The DFSS-Chicago Area Agency on Aging receives funding through the MIPPA grant to expand outreach activities for Medicare Savings Programs (MSP) and Preventive Medicare benefits, the Low-Income Subsidy (LIS) Program, and prescription coverage available under Medicare Part-D drug plans. This program captures the data of beneficiaries under aged 65, those located in rural communities, Native-Americans, and individuals with English as a Second Language (ESL).
- **Senior Medicare Patrol (SMP)**  
DFSS-Chicago Area Agency on Aging receives funding to recruit and train senior volunteers to increase awareness among Illinois residents to detect, report, and reduce fraud, waste and abuse in the Medicare and Medicaid systems.

### **Planning & Coordination Activities:**

- **Long-Term Care Systems Development**  
Through this grant, the DFSS-Chicago Area Agency on Aging assists the Illinois Department on Aging with the Community Care Program (CCP) operational and management activities; and assists with departmental planning and development activities in order to serve older persons at risk of institutionalization. Additionally, DFSS continues work on the Aging and Disability Resource Network (ADRN) service delivery system. These funds are used by the AAAs to support the Department on Aging's administration of the Community Care Program (CCP). The CCP provides in-home and community-based services to eligible Illinois seniors, age 60 or over which is critical to the life, health and safety of these frail older adults facing institutionalization. DFSS provides ongoing assistance to CCP providers and Care Coordination Units (CCUs) related to their performance of CCP activities and on-site pre-certification reviews of

adult day service and in-home service provider agencies.

### **Supplemental Nutrition Services:**

- **Older Adult Market Day Program**

In addition to the Older Americans Act funded nutrition services, DFSS-Chicago Area Agency on Aging partners with the Chicago Food Depository to distribute free, nutritious food, including fresh produce, through community markets at designated senior centers sites. Food is delivered and distributed bi-monthly at a place where seniors can get connected to other community resources for nutrition, health, and well-being.

### **Senior Job Training and Volunteer Programs:**

- **Senior Job Training Program**

The DFSS-Chicago Area Agency on Aging has initiated a partnership with National Able Network through the Senior Employment Community Service Program (SCSEP) to serve as a host agency site providing training opportunities to individuals 55 years of age and older that help them transition into unsubsidized employment.

- **Foster Grandparent & Senior Companion AmeriCorps Seniors Volunteer Programs**

The DFSS-Chicago Area Agency on Aging offers seniors, who meet the income requirements, the opportunity to earn a small stipend while volunteering part-time. The Foster Grandparent volunteers serve as role models, mentors/tutors and a friend to children with special needs, while the Senior Companion volunteers provide companionship to homebound elderly persons. Funding for the Foster Grandparent and Senior Companion programs is provided through the Corporation for National and Community Service (CNCS) AmeriCorps and the Illinois Department on Aging (IDoA).

### **Age-Friendly Chicago:**

- In July of 2012, Chicago received the designation from the World Health Organization as an age-friendly city to demonstrate the city's commitment to ensuring that the city remains welcoming as the population ages. Chicago partnered with the Buehler Center on Aging, Health & Society, Feinberg School of Medicine, Northwestern



University, to complete an assessment of eight domains which included: outdoor spaces and buildings; transportation; housing; social participation; respect and social inclusion; communication and information; civic participation and employment, and community support and health services.

Recommendations for policy development based on the stakeholder prioritization of domains combined with satisfaction ratings from Chicago residents were submitted to DFSS-Chicago Area Agency on Aging by the Buehler Center on Aging, Health & Society and the Northwestern University of Feinberg School of Medicine which identified both assets and gaps to allow Chicago to move forward with an action plan and deep community engagement to further enhance Chicago's age-friendliness.

Recognizing the city's assets such as senior centers, parks and outdoor spaces, and transit choices, the report identified specific areas for which initiatives to build capacity needed to be developed. It was also recommended that the city look to novel approaches to Age-Friendly living, such as the Village model, which inclusively targets several of the areas of needs for older adults to age in place.

## **ISSUES TO BE ADDRESSED: FY2022-2024 AREA PLAN ON AGING**

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IDoA requires that each of the 13 Area Agencies on Aging (AAAs) address one state-wide issue and one local issue that confronts the social/nutritional service system. The selected Statewide Initiative is ***"Enhance Illinois's Existing Community-Based Service Delivery System to Address Social Isolation Among Older Adults."*** Locally, DFSS-Chicago Area Agency on Aging selected ***"Enhance Chicago's Nutrition Programs for Older Adults by Creating a value-based food system that is healthy, ecologically sound, economically viable, socially responsible, and humane"***.

**Statewide Initiative: Enhance Illinois's Existing Community-Based Service Delivery System to Address Social Isolation Among Older Adults**

DFSS-Chicago Area Agency on Aging will work in collaboration with community-based partners to address social isolation among older adults.

Loneliness and social isolation are major issues for older adults and are linked with negative physical and mental health consequences. A recent review identified a wide range of health outcomes associated with loneliness and social isolation including depression, cardiovascular disease, quality of life, general health, cognitive function and mortality (Courtin & Knapp, 2015).

Social isolation refers to the objective absence of contacts and interactions between a person and a social network (Gardner et al, 1999). Thus, socially isolated older adults have poor or limited contact with others and they view this level of contact as inadequate, and/or that the limited contact has had adverse personal consequences for them.

The AARP Foundation has defined social isolation as the following:

*Isolation is the experience of diminished social connectedness stemming from a process whereby the impact of risk factors outweighs the impact of any existing protective factors. A person's lack of social connectedness is measured by the quality, type, frequency, and emotional satisfaction of social ties. Social isolation can impact health and quality of life, measured by an individual's physical, social, and psychological health; ability and motivation to access adequate support for themselves; and the quality of the environment and community in which they live.*

A recent study conducted by AARP documented that an estimated 14 percent of study participants were socially isolated. The AARP study also outlined that "socially isolated respondents were more likely to be male, to be white, to live in an urban area, and to have lower household income and wealth" (Flowers, Shaw, Farid, 2017). Other surveys have indicated that gender, education and race/ethnicity were not related to loneliness (Wilson & Moulton, 2010). Additionally, socially isolated older adults are more likely to experience depression, have five or more chronic illnesses and have difficulty performing activities of daily living (Flowers, Shaw, Farid, 2017).

Although, research suggests that some populations of color, like African Americans are less likely to live alone than Non-Hispanic whites, African Americans can experience a different type of isolation equally debilitating. Longstanding health studies show that African Americans tend to experience the health disparities associated with social isolation at higher rates than the general population. Notably research as noted by the American Psychological Association in the article African American older Adults and Race Related Stress (<https://www.apa.org/pi/aging/resources/african-american-stress.pdf>) called attention to race-related stressors experienced when an individual witnesses or encounters racist incidents as a chronic stressor that accumulates over time to negatively impact physical and psychological health at the same time leading to distrust in health care services providers and increased isolation.

The primary risk factors associated with isolation are:

- Living alone;
- Mobility or sensory impairment;
- Major life transitions;
- Socioeconomic status (low income, limited resources);
- Being a caregiver for someone with severe impairment;
- Psychological or cognitive vulnerabilities;
- Location: rural, unsafe or inaccessible neighborhood/community;
- Small social network and/or inadequate social support;
- Language (non-English speaking); and
- Member in a vulnerable group (AARP Foundation).

Social isolation as a health risk for seniors has gained even more recognition during the COVID-19 pandemic. Older adults are especially at-risk for COVID-19 complications because they have higher rates of disease and co-morbidities than younger adults. In order to ensure the safety and well-being of seniors, DFSS- Chicago AAA has modified existing services and interventions, as well as introducing new approaches to mitigate social isolation.

**Alzheimer's Disease Program Initiative (ADPI):** Under a grant from the Administration for Community Living, this program provides training to apartment managers on recognizing signs and systems of Alzheimer's Disease and related disorders and then informs building personnel about DFSS programs and services to assist apartment residents to stay in their

homes longer. Intensive training on caring for a person with Alzheimer's Disease is offered in this program and includes information on the biological progression of the disease, taking care of the caregiver, managing difficult behavior, communicating with the person with dementia and community resources. Additional training and education programs focus on providing in service training to social services; and maintain brain health.

The DFSS-Chicago Area Agency on Aging is targeting seniors with Alzheimer's Disease and Related Dementia (ADRD) that live in high-rise buildings to help reduce isolation and support these older adults to age in place. Individuals will benefit from trainings for building managers that staff created through a collaboration of the initiative led by the DFSS – Chicago Area Agency on Aging, Dementia Friendly Illinois (ICRN), UIC DFM, Northwestern University and members of the Apartment Building Owners Management Association (ABOMA) in Chicago. The goal is to help identify the residents suffering from ADRD or at risk for ADRD, refer them to DFSS-Chicago Area Agency on Aging for services and then continue to support them to live with dignity in their communities. Trainings will be conducted for both public and private senior housing staff, management companies, as well as for high rise property managers.

The DFSS-Chicago Area Agency on Aging is implementing this initiative citywide. Service coordination and program development activities include the following:

- Expand social facilitation interventions such as friendly visitor, telephone reassurance programs and befriending interventions;
- Expand disease prevention, brain health, and health promotion activities;
- Use remote communication to reduce isolation and refer older adults to technology access programs when appropriate;
- Support informal caregivers through services and education; and
- Increase awareness about social isolation and service delivery capacity of small community agencies to address social isolation among the older adults in our service area.

The DFSS-Chicago Area Agency on Aging will continue to work with the Illinois Department on Aging and other Area Agencies on Aging in Illinois to

create a statewide impact to reduce social isolation during the Area Plan FY2022 – FY2024.

**Local Initiative: Enhance Chicago's Nutrition Programs for Older Adults by Creating a value-based food system that is healthy, ecologically sound, economically viable, socially responsible, and humane**

In 2017, the City of Chicago adopted a Good Food Purchasing Policy through city council resolution, leveraging the dollars spent on government food procurement to advance a more equitable, healthy food system. The Good Food Purchasing Program (GFPP) directs City of Chicago departments and sister agencies to assess current practice and adopt healthier procurement standards through city contracts across five value categories.

- **Local Economies:** Support diverse, small to mid-sized food producers in the region - within a 350-mile radius.
- **Environmental Sustainability:** Reduce carbon & water footprint and source from producers that use sustainable practices.
- **Valued Workforce:** Source from producers and vendors that provide safe and healthy conditions for all food chain workers and producers from production to consumption.
- **Animal Welfare:** Source from producers who provide healthy & humane conditions for farm animals.
- **Nutrition:** promote health and well-being by offering generous portions of vegetables, fruits, whole grains, and minimally processed foods, while reducing salt, added sugars, saturated fats, and eliminating artificial additives.

The Good Food Purchasing Program is a national food procurement model that is the first of its kind to support these food system values. The Center for Good Food Purchasing is a non-profit organization that works with national partners, local food policy councils and grassroots coalitions, administrators, and elected officials in cities across the country to transfer, scale, and network the Good Food Purchasing Program. The Center offers the framework and tools to help make values-based food procurement work. The Center provides independent verification, and offers templates, processes, databases, and recognition and branding materials that participating institutions can tap into to support their policy commitment.



In order to mobilize this policy, DFSS – Chicago Area Agency on Aging has been working with two lead partners on the initiative, the Chicago Food Action Council (CFPAC), a local non-profit that promotes and advocates for policy changes to help communities access healthy food, and the Chicago Department of Public Health (CDPH) which launched the Healthy Chicago 2.0 plan for improving healthy equity across Chicago. DFSS – Chicago Area Agency on Aging along with the partner agency provides technical and operational assistance, including the development of draft contractual language to incorporate GFPP in the Request for Proposals (RFPs) for the Home Delivered Meals Program and the Congregate Dining Program.

The initiative will encourage the production and consumption of food that is healthy, affordable, fair, and sustainable. The adoption of the food procurement policies has the power to transform our food system by creating a transparent and equitable food system built on principles rooted in the five core values as noted previously.

The DFSS – Chicago Area Agency on Aging, along with initiative partners will provide planning, implementation and evaluation support for the food providers involved with GFPP. The overview below outlines the primary activities over two phases of an agency's Good Food Purchasing Program participation:

- Phase One begins with examining current food purchasing practices through a baseline assessment to understand existing alignment with the Good Food Purchasing Program Standards in the five value categories. The baseline assessment is conducted by the Center for Good Food Purchasing.
- Phase Two involves commitment to improving Good Food Purchasing practices over time, which is documented through annual verification and celebration of achievements. The Center issues a Good Food Provider verification seal to an agency once it meets at least a baseline standard in each of the five value categories.

Each of the five value categories has a baseline standard. To become a Good Food Provider, an agency must meet at least the baseline in each of the five values. Standards are primarily based off third-party certifications that have been identified as meaningful and ranked by national experts in each category. Performance is measured using a points-based formula in which points are accumulated based on level of achievement. Points

earned in each category are added together to determine the overall number of points. A star rating is awarded based on the total number of points earned. As points accumulate, higher star ratings are awarded. To maintain the star rating, agencies increase the amount of Good Food purchased each year.

DFSS will work with meal providers across both nutrition programs to take the following actions and steps:

- Step #1: Measure baseline food purchasing data
- Step #2: Develop action plan & identify goals
- Step #3: Improve impact & track progress
- Step #4: Institutionalize GFPP through policy & contracts
- Step #5: Monitor success

DFSS-Chicago Area Agency on Aging is committed to working on the development of these initiatives through the FY22 – 24 Area Plan timeframe.

## **FUNDING ISSUES FOR FISCAL YEAR 2023**

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The Governor has passed a 2023 budget which includes a change in total Area Plan funding. State funds for FY23 have increased by 23%; Federal funds have decreased by 1%; and NSIP nutritional reimbursement funds will remain the same. All of the allocations have been calculated using the intrastate funding formula except for Ombudsman, Title III-D, Title VII Elder Abuse, and the Community-Based Services GRF (calculated using individual funding formula).

DFSS-Chicago Area Agency on Aging remains committed to providing services to those individuals with the greatest economic or social need with a particular emphasis on low-income and minority older persons. DFSS-Chicago Area Agency on Aging will work to ensure that existing service level cuts will be as minimal as possible through strong fiscal planning and identified cost saving measures.

The Department's priority has been and continues to be maintaining in-home services for older persons. Some of DFSS-Chicago Area Agency on Aging's programs have experienced growth in the number of participants as well as the number of challenging cases that require more time and care

and this is projected to continue into FY23. Some of this increased demand is being met through the City of Chicago Corporate support for programming activities at Senior Centers, Community Development Block Grant (CDBG) funds for Case Advocacy and Support (CAS), Intensive Case Advocacy and Support (ICAS), and Home Delivered Meals.

While it is growing increasingly difficult to maintain services to seniors as costs continue to rise and government funding does not increase accordingly, DFSS continues to aggressively pursue alternative resources. This includes creating public private/partnerships and utilizing strong fiscal and programmatic planning, DFSS-Chicago Area Agency on Aging has thus been able to implement innovative solutions that help maintain and expand the service network to meet needs of older, poorer, and more frail Chicagoans.

DFSS-Chicago Area Agency on Aging's Home Delivered Meals (HDM) program served approximately 5 million meals to over 25,000 individuals in FY21 and projects serving approximately 4.7 million meals by the end of FY22. Bolstered by the Mayor's commitment to provide home delivered meals to eligible seniors, through CDBG funding, DFSS-Chicago Area Agency on Aging has not had the same problem of on-going waiting lists and unmet need for the HDM program, like many other communities in the United States. CDBG funding has been made available to ensure that our most frail and vulnerable seniors receive care.

## **ADMINISTRATION**

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The Older Americans Act, as amended, limits the allowable administrative costs to 10 percent of the base allocation of Title III-B, III-C, and III-E funds. A major responsibility of administrative staff is the managing of delegate agencies and their grants, contracts and memoranda of agreement funded through the Older Americans Act to ensure quality of programs, and compliance with state and federal regulations.

## **PROPOSED PLANS FOR FUNDING ALLOCATIONS FISCAL YEAR 2023**

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For FY23, DFSS-Chicago Area Agency on Aging a total of \$25,400,361 in Federal and State planning allocations for the Area Plan on Aging. **Chart 1** on Page 34 shows the current budget for FY22 and a proposed budget for FY23. **Chart 2** on Page 35 shows the number of clients and units served in FY21 and projections for FY23. DFSS-Chicago Area Agency on Aging proposes to take the following actions with its direct and contracted services using the projected FY23 funding allocations.

The Department seeks public input on these proposed actions:

- **Direct Services:** DFSS-Chicago Area Agency on Aging will increase the level of direct service funding by 6% or \$641,705.
- **Contracted Services:** DFSS-Chicago Area Agency on Aging proposes an increase in funding for contracted services by 17% or \$2,986,429.

## **PROPOSED PLANS PENDING ANY FURTHER INCREASES OR REDUCTIONS IN FY2023 FUNDS**

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If DFSS-Chicago Area Agency on Aging receives an increase in its funding above the level projected for FY23, DFSS-Chicago Area Agency on Aging would allocate additional funds to one or more of the following:

- Increase funding for Information and Assistance/Aging and Disability Resource Network (ADRN), Home Delivered Meals and Congregate Meals. Funding Sources: Title III-B, Title III-E and Title III-C.
- Expand the fitness program to include more sites and expand the number of days that exercise classes are offered including the use of additional evidence-based curriculum. Funding sources: Title III-B and/or III-D.
- Expand DFSS-Chicago Area Agency on Aging's cultural and recreational opportunities for seniors. Funding Source: Title III-B.

During these times of generally declining revenue projections from federal, state, and local governments, service providers need to be prepared for potential budget reductions. If DFSS-Chicago Area Agency on Aging receives funding allocations that are below the projected level for FY23, new sources of revenue to maintain services would be explored.

If services cannot be sustained, the following actions would be considered:

- Identify and reduce administrative costs relating to service reductions. Sources of Funds: Titles III-B, III-C, and III-E.
- Reduce and reallocate funding from Congregate Meals and Senior Fitness resources by closing sites where attendance is low. Sources of Funds: Title III-C and Title III-B.
- Review all programs to improve service and cost effectiveness beginning with lower priority services. Sources of State and Federal Funds: Titles III-B, III-C, III-D, III-E, and VII.

**Chart 1: FY2022 Budget and Proposed FY2023 Budget**

Program	Description	FY22 Fed & State Budget	FY23 Propose Area Plan Budget
Older Americans Act Funds (Fed.)		\$ 10,900,484.00	10,761,637.00
General Revenue funds (GRF)		11,890,717.00	14,638,724.00
AAA Carryover		542,287.00	547,392.00
	<b>Total IDOA Budget</b>	<b>\$ 23,333,488.00</b>	<b>25,947,753.00</b>
Administration	Fed. Title III-B	348,760.00	348,760.00
Administration	Fed. Title III-C1	400,000.00	400,015.00
Administration	Fed. Title III-E	328,446.00	315,026.00
Indirect Cost	Federal		
Administration	GRF - State	224,361.00	354,600.00
	<b>Total Admin</b>	<b>\$ 1,301,567.00</b>	<b>1,418,401.00</b>
<b>Federal</b>			
Title III-B	Chore (contracted service)	\$ 100,000.00	100,000.00
Title III-B	Residential Repair and Renovation (contracted service)	\$ 100,000.00	100,000.00
Title III-B	Information and Assistance (direct service)	\$ 1,531,883.00	1,797,033.00
Title III-B	Legal (contracted service)	\$ 173,598.00	173,598.00
Title III-B	Multi Purpose Senior Center (contracted service)	\$ 499,196.00	199,345.00
Title III-B	Recreation (contracted service)	\$ 144,733.00	144,733.00
	<b>Total Title III-B</b>	<b>\$ 2,898,170.00</b>	<b>2,863,469.00</b>
Title III-C1	Congregate Dining (direct service)	\$ 3,389,840.00	3,344,447.00
	<b>Total Title III-C1</b>	<b>\$ 3,789,840.00</b>	<b>3,744,462.00</b>
Title III-C2	Home Delivered Meals (contracted service)	\$ 2,010,018.00	2,204,517.00
	<b>Total Title III-C2</b>	<b>\$ 2,010,018.00</b>	<b>2,204,517.00</b>
Title III-D	Health Promotion (contracted service)	\$ 59,899.00	56,299.00
Title III-D	Physical Fitness (contracted service)	\$ 171,920.00	171,920.00
	<b>Total Title III-D</b>	<b>\$ 231,819.00</b>	<b>228,219.00</b>
Title III-E	Caregiver Respite (contracted service)	\$ 60,000.00	40,000.00
Title III-E	Caregiving Information and Assistance (direct service)	\$ 815,015.00	830,268.00
Title III-E	Grandparents Information and Assistance (direct service)	\$ 35,453.00	35,453.00
Title III-E	Support Groups-Caregiving (contracted service)	\$ 40,000.00	30,000.00
Title III-E	Support Groups-GRG (contracted service)	\$ 40,000.00	50,000.00
Title III-E	Counseling-Caregiving (contracted service)	\$ 30,000.00	20,000.00
Title III-E	Counseling-GRG (contracted service)	\$ 30,000.00	20,000.00
Title III-E	Training & Education-Caregiving (contracted service)	\$ 10,000.00	12,000.00
Title III-E	Training & Education-GRG (contracted service)	\$ 10,000.00	15,000.00
Title III-E	Caregiving Supplemental Service/Gap filling (contracted service)	\$ 46,200.00	46,400.00
Title III-E	Grandparents Raising Grandchildren Supplemental Service/Gap fill	\$ 72,200.00	85,000.00
	<b>Total Title III-E</b>	<b>\$ 1,517,314.00</b>	<b>1,499,147.00</b>
Title III-B	Ombudsman (direct service)	\$ 324,628.00	98,209.00
	<b>Total Title III-B Ombudsman</b>	<b>\$ 324,628.00</b>	<b>\$ 98,209.00</b>
Title VII	Ombudsman (direct service)	\$ 99,760.00	94,876.00
	<b>Total Title VII- Ombudsman</b>	<b>\$ 99,760.00</b>	<b>\$ 94,876.00</b>
Title VII-EA	Elder Abuse (contracted service)	\$ 28,935.00	28,738.00
		<b>\$ 28,935.00</b>	<b>\$ 28,738.00</b>
		<b>\$ 10,900,484.00</b>	<b>\$ 10,761,637.00</b>
<b>State</b>			
Title III-B	Information and Assistance (direct service)	\$ 805,919.00	695,728.43
Title III-B	Options Counseling (direct service)	\$ 456,284.00	466,550.39
Title III-B	Multi-Purpose (direct service)	\$ 1,510,403.00	1,458,837.18
Title III-B	Multi-Purpose (contracted service)	\$ 100,000.00	186,956.00
Title III-B	Multi Purpose Social Isolation (direct service)	\$ 100,000.00	222,800.00
Title III-B	Telephone Reassurance not Social Isolation (Direct service) per Pro	\$ 125,500.00	
	<b>Total Title III-B</b>	<b>\$ 3,322,467.00</b>	<b>\$ 3,385,472.00</b>
Ombudsman	Ombudsman (direct service)	\$ 427,700.00	269,212.00
	<b>Total Title III-B Ombudsman</b>	<b>\$ 427,700.00</b>	<b>269,212.00</b>
Title III-C2	Home Delivered Meals (contracted service)	\$ 7,915,050.00	9,870,040.00
	<b>Total Title III-C2</b>	<b>\$ 7,915,050.00</b>	<b>\$ 9,870,040.00</b>
Title III-E	Alzheimer's Disease and Related Dementia (contracted service)	\$ 225,500.00	212,300.00
Title III-E	Alzheimer's Disease and Related Dementia (direct service)		10,500.00
	<b>Total Title III-E</b>	<b>\$ 225,500.00</b>	<b>222,800.00</b>
Title III-E	Support Groups- Caregiving (contracted service)	\$ -	414,600.00
Title III-E	Support groups-GRG (contracted service)	\$ -	20,000.00
Title III-E	Counseling-Caregiving (contracted service)	\$ -	10,000.00
Title III-E	Counseling-GRG (contracted service)	\$ -	10,000.00
Title III-E	Training & Education- Caregiving (contracted service)	\$ -	3,000.00
Title III-E	Training & Education-GRG (contracted service)	\$ -	10,000.00
Title III-E	Caregiving Supplemental Service/Gap filling (contracted service)	\$ -	23,600.00
Title III-E	Grandparents Raising Grandchildren Supplemental Service/Gap fill	\$ -	15,000.00
Title III-E	Caregiving-Information & Public Education (contracted service)	\$ -	385,000.00
	<b>Total Caregiver Support Services</b>		<b>891,200.00</b>
Title III C2	Congregate Meals (NSIP Fed.)	\$ 733,863.00	\$ 1,467,726.00
Title III C2	Home Delivered Meals (NSIP Fed.)	\$ 2,201,590.00	\$ 1,467,727.00
	<b>Total Title-NSIP</b>	<b>\$ 2,935,453.00</b>	<b>2,935,453.00</b>
		<b>\$ 11,890,717.00</b>	<b>14,638,724.00</b>



**Chart 2: Number of Clients and Units Served in FY2021 & Projections for FY2023**

<b>Service Category</b>	<b>Actual 2021 Clients</b>	<b>Actual 2021 Units</b>	<b>Projected 2023 Clients</b>	<b>Projected 2023 Units</b>
<b>Access Services</b>				
Information and Assistance (III-B)	73,999	73,999	75,000	75,000
Options Counseling	3,048	3,048	3,240	3,240
<b>In-Home Services</b>				
Chore	53	2,546	60	3,300
Home Delivered Meals	25,884	5,152,450	12,000	4,500,000
Alzheimer's Disease & Related Dementia	131	1,120	210	2040
Social Isolation/Fitness	-	-	-	-
Respite (III-E Caregiver)	77	901	75	1500
Residential Repair & Renovation	-	-	25	25
<b>Community Services</b>				
Congregate Meals	1,022	8,722	15,000	500,000
Multipurpose Senior Center	10,993	105,913	11,900	227,000
Social Isolation/Multipurpose Senior Ctr	-	-	1,000	1,000
Physical Fitness	8,855	14,138	6,800	15,000
Health Promotion	2,164	2,036	3,600	1,800
Legal Assistance	514	2,478	450	3,300
Recreation	2,576	707	6,400	6,000
Information and Assistance (III-E Caregiver)	9,166	9,166	10,000	10,000
Information and Assistance (III-E GORRC)	291	291	280	280
Counseling/Training/Support Groups (III-E Caregiver)	39	280	200	935
Counseling/Training/Support Groups (III-E GORRC)	53	314	145	640
Supplemental Service/Gap filling (III-E Caregiver)	157	192	175	200
Supplemental Service/Gap filling (III-E GORRC)	74	110	80	120
Public Information & Education (III-E Caregiver)	-	-	350	350

# **ATTACHMENTS**





City of Chicago  
Lori E. Lightfoot  
Mayor

City of Chicago  
Department of Family Support and Services  
Population 60 and Above Below Poverty  
by Chicago Community Area  
as of December, 2019



Brandie V. Knazze  
Acting Commissioner  
Department of Family and Support Services

